



# Beacon Health Strategies Provider eServices Manual

Elizabeth Pattullo, Chief Executive Officer  
Timothy Murphy, President

# Beacon Health Strategies Electronic Data Interchange and eServices User Manual

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## INTRODUCTION

### ***Beacon Health Strategies***

Beacon Health Strategies (Beacon) is a behavioral health management organization specializing in the development and management of behavioral health services for a wide variety of customers including integrated health care delivery systems, academic medical centers, health maintenance organizations and state and local governments. Beacon integrates managed care operations and information technology to improve the quality, effectiveness and efficiency of health and human services. Through the deployment of the principles and techniques of total quality management at all levels of operations, Beacon has been able to successfully administer programs that yield both cost savings and improved satisfaction from members and providers.

Beacon provides customers with a number of comprehensive services including managed behavioral health program design, development and implementation, provider network development and management, clinical protocol development, service authorization and utilization management, claims processing, provider contracting and credentialing, and managed care readiness / accreditation services.

### ***What is eServices?***

eServices is a web-based suite of tools that allow Beacon contracted providers to do business with Beacon online at a provider's convenience. This free service is aimed at improving business processes for providers by allowing secure access to a host of clinical and administrative functions, as well as a multitude of helpful resources. eServices allows you to:

- Submit claims electronically
- Check real-time claim status online
- Update provider profiles
- Check member eligibility
- Request authorizations
- Check the status of authorizations, including units used
- Print Explanation of Benefit (EOB) information
- Check initial encounters used
- View or print provider documents such as manuals, forms or bulletins

The benefits of eServices are numerous, and include faster claims payment, a reduction in claims denials and quicker access to member information. Providers can reduce administrative resources and increase productivity by using Beacon's eServices.

### ***What is Electronic Data Interchange?***

Electronic Data Interchange (EDI) is a secure application, accessed through the internet, for a health care provider, business associate or vendor who has established a trading partner relationship with Beacon to conduct electronic transactions. EDI is a tool used by providers submitting a high volume of claims.

Those who are eligible to conduct transactions are authorized representatives of a health care provider, business associate or vendor who has rendered services to the members of the health plans that Beacon provides behavioral health services on behalf of. In using this service, you may be allowed access to certain confidential or individually identifiable protected health information. In exchange for such access, you agree to take certain precautions, comply with certain practices, and implement certain procedures required by applicable law and Beacon for the purposes of guarding data integrity and safeguarding the confidentiality of Protected Health Information. EDI can be used to:

- Upload EDI files
- Check the status of your file
- Download responses and reports

## GETTING STARTED

### *Logging onto the Beacon Health Strategies website*

Go to the Beacon Health Strategies homepage at [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com). In the scroll bar at the top, choose the “Provider” link, then choose the “eServices” link from the Provider page menu at the top of your screen.

In the bottom half of the eServices login page, you will find the “Provider eServices Login” box. Enter your user name and password here, and click “Login”. You will be directed to the eServices welcome page.

### eServices Login Page

**BEACON HEALTH STRATEGIES**

Members **Providers** News Careers About Contact [Home](#)

RESOURCES LOCATE A PROVIDER HEALTH NEWSLETTER  
FAQS **eSERVICES** CONTACT US

CHECK MEMBER ELIGIBILITY PROVIDER INFORMATION EDI GATEWAY  
VIEW CLAIMS PROVIDER MATERIALS CONTACT PROVIDER RELATIONS

Beacon, utilizing eServices, you will be able to:

- Verify member eligibility.
- Confirm the status of authorizations and view or print all the details about the authorization including how many units have been utilized.
- Check the status of their claims.
- View or print explanation of benefit (EOB) information.
- View or print claims performance information.
- View or print provider demographic and directory information.
- View, print or download provider documentations such as manuals, forms, bulletins, mailings etc.
- View or print frequently asked questions (FAQs).

**Provider eServices Login**

User Name

Password

☐ Yes, remember my User Name and Password, so I won't have to sign in at every visit.

[Forgot your password?](#)

If you do not have an eServices User Name and password

**If you have any questions,  
Call us 866-206-6120  
M-F 8:30 AM - 6:00 PM ET.**

Once on the eServices welcome page, you will be able to choose from the various options available to you on through Beacon’s eServices.

### ***Opening an eServices Account***

If you do not have an eServices account, you must register with Beacon to access the tools that Beacon offers through the eServices website. To do so, simply go the Beacon website and select the “Provider” page in the top navigation bar. From the Provider page menu, select the “eServices” page and scroll to the login box at the bottom.

- **Register:** Click on the red “Register Now” button to begin the registration process.
- **Instructions:** Once at the registration page, review the registration instructions and requirements carefully before moving on. Once you have reviewed the process, click “Next” to continue your registration.

**STEP 1: Terms of Use:** The next page in the registration process is the “Terms of Use” page. Read the terms of use for the Beacon secure eServices page, then click “Accept”. Note that you are accepting the terms of use on behalf of the members of your organization who will be authorized to use eServices. See “User Registration” below “STEP 4” for additional information.

**STEP 2: User name and password:** You will then be prompted to create a unique user name and password that you will use to access the Beacon eServices website. The user name you choose is for your use only. Other staff members must create their own unique user names and passwords.

You will also be required to select a secret question and corresponding answer. The secret question and answer are used to reset your password in the event that it is lost or forgotten.

***Note that user name, password, secret question and answer fields are case-sensitive.***

Beacon does not maintain provider passwords in any form. Please keep your password written in a secure place.

**(STEP 2 Cont.)**

**User and Provider Information:** Enter all user and provider information accurately. Review all entry carefully to ensure no errors are included in the data you are submitting.

The screenshot displays the Beacon Health Strategies website interface. The header features the Beacon Health Strategies logo on the left and a navigation menu with links: Members, Providers (active), News, Careers, About, Contact, and Home. Below the navigation menu is a secondary menu with links: RESOURCES, LOCATE A PROVIDER, HEALTH, NEWSLETTER, FAQs, eSERVICES (active), and CONTACT US. A third row of links includes: CHECK MEMBER ELIGIBILITY, PROVIDER INFORMATION, EDI GATEWAY, VIEW CLAIMS, PROVIDER MATERIALS, and CONTACT PROVIDER RELATIONS. On the right side of the header, there are two accreditation logos: NCQA and URAC.

The main content area is titled "Step(2): Provider eServices Account Application". It contains the following text: "Please supply the following information. Please note that the form must be fully completed in order to set up a Provider eServices Account with Beacon Health Strategies. Tips for setting up an account:"

- Username and Password must be at least 5 characters long
- Username and Password can contain letters and numbers, or any combination of both
- Username and Password can contain both lower and upper case letters
- Username and Password cannot contain spaces
- Include a secret question that only you know the answer to. If you forget your password, we'll verify your identity by asking you this question. [Writing an effective secret question.](#)

The form is divided into three sections:

**User Account:**

- Username:
- Password:
- Confirm Password:
- Secret Question:
- Secret Question Answer:

**User Information:**

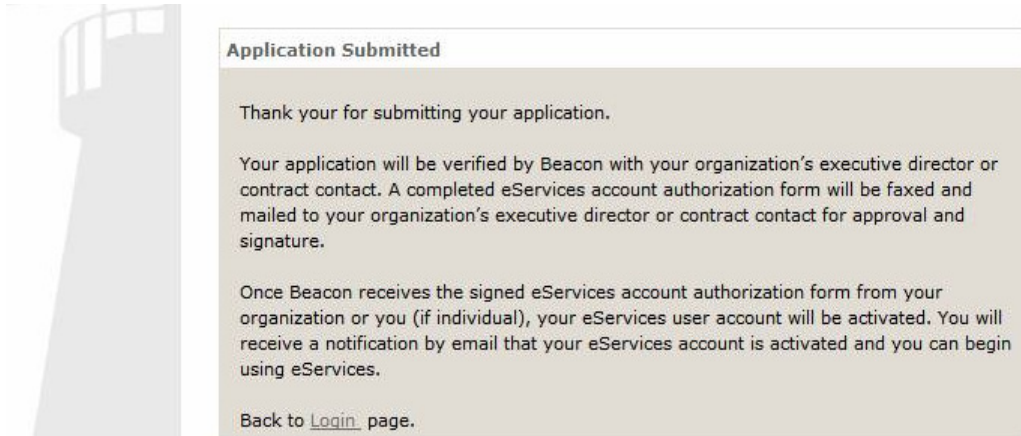
- First Name:
- Last Name:
- E-mail:
- Phone:
- Title:
- Department:

**Provider Information:**

- Provider ID:
- TaxID:
- Provider/Site Name:
- Address:
- City, State, Zip:

At the bottom of the form are two buttons: "Submit" and "Reset".

**STEP 3: Submit:** Click the “Submit” button to complete your online registration for eServices. The Beacon system will then verify the provider-specific data that you have entered and automatically send you an email containing the remaining pieces of your eServices registration.



**STEP 4: Submit paper forms:** Once you receive the email from the Beacon system containing the paper forms needed, populate the forms with the names of the users you wish to have access to eServices. Then submit those forms according to the instructions contained therein.

- **User registration:** Any users at a provider site who wish to sign up for access to eServices tools must be submitted to Beacon on the paper forms you received after your initial registration. These users must create their own user name and password in order to access the system.

## ***Resetting Your Password***

Beacon's eServices is committed to making your business with us as easy as possible. eServices allows an immediate password reset option should you lose or forget your password. On the eServices login page, simply scroll to the lower half of the page and click the "Forgot Password?" link.

The screenshot shows the Beacon Health Strategies eServices login page. The header includes the Beacon Health Strategies logo and navigation links: Members, Providers, News, Careers, About, Contact, and Home. The Providers section is active, showing links for RESOURCES, LOCATE A PROVIDER, HEALTH, and NEWSLETTER. The eSERVICES link is highlighted. Below the navigation bar, there are links for CHECK MEMBER ELIGIBILITY, PROVIDER INFORMATION, EDI GATEWAY, VIEW CLAIMS, PROVIDER MATERIALS, and CONTACT PROVIDER RELATIONS. The main content area displays the 'Reset Your Password Step(1)' form, which prompts the user to enter their User Name and click the 'continue' button.

Then simply answer your "Secret Question" when it appears on the screen and click "Submit". The system will allow you to reset your password immediately.

The screenshot shows the 'Reset Your Password Step(2)' form. It prompts the user to enter their Secret Question, Secret Answer, New Password, and Retype New Password. The form also includes a 'What is address' field and a 'Five-character minimum' requirement for the new password. The 'continue' button is visible at the bottom right of the form.

The site will then verify when you have successfully reset your password.

The screenshot shows the 'Reset Password' confirmation message. It states: 'Reset Password : Your password has been reset, please click here to [Login](#)'.

## MEMBER ELIBILITY

Once logged on, providers will be able to view the eServices tools available through the Beacon Health Strategies website.

### eServices page

The screenshot shows the Beacon Health Strategies eServices page for providers. The page has a red header with the Beacon Health Strategies logo on the left and navigation links (Members, Providers, News, Careers, About, Contact, Home) on the right. Below the header is a red navigation bar with links for RESOURCES, LOCATE A PROVIDER, HEALTH, and NEWSLETTER. A sub-navigation bar contains links for CHECK MEMBER ELIGIBILITY, PROVIDER INFORMATION, EDI GATEWAY, VIEW CLAIMS, PROVIDER MATERIALS, and CONTACT PROVIDER RELATIONS. The main content area is titled "Providers:eServices" and displays a welcome message for a user logged in as "eServicesDemo01". Below the message are eight service options, each with an icon and a description: Provider Information (view and update provider directory information), Provider Tools (look up a member online and check eligibility, request authorization, etc.), Register Open Beds (register open beds in your facility), Provider Reports (view and print explanation of benefits report, etc.), Edit eAccount Profile (edit your eAccount profile), Contact Provider Relations (email Beacon with questions or concerns), EDI Gateway (upload claims electronically to Beacon), and Access Provider Materials (download provider materials such as provider manuals, etc.). At the bottom of the page are links for Member Rights, Privacy Statement, Member Confidentiality, and Terms of Use, along with a copyright notice for 2006 Beacon Health Strategies, LLC. A "Log Out" link is located in the bottom right corner.

**BEACON HEALTH STRATEGIES**

Members Providers News Careers About Contact Home

RESOURCES LOCATE A PROVIDER HEALTH NEWSLETTER

FAQS eSERVICES CONTACT US

CHECK MEMBER ELIGIBILITY PROVIDER INFORMATION EDI GATEWAY  
VIEW CLAIMS PROVIDER MATERIALS CONTACT PROVIDER RELATIONS

**Providers:eServices**

Welcome! You are logged in as **eServicesDemo01** [View/Edit](#)  
Your account is linked to Provider: **212810, Jewish Board of Family & Child Service**

**Provider Information**  
View and update provider directory information such as provider site name, address, hours of operation, contact and accessibility.

**Provider Tools**  
Look up a member online and:  
• [Check Eligibility](#)  
• [Request an eAuthorization](#)  
• [Check an Authorization](#)  
• [Submit an eClaim](#)  
• [Check Claim Status](#)

**Register Open Beds**  
Register Open Beds in your facility

**Provider Reports**  
• View and print explanation of benefits report  
• View and print Provider Approval Rate with Denial report

**Edit eAccount Profile**  
Edit Your eAccount Profile

**Contact Provider Relations**  
Email Beacon with questions or concerns and receive a prompt response.

**EDI Gateway**  
Upload claims electronically to Beacon. View your upload and adjudication history online.

**Access Provider Materials**  
Download provider materials such as provider manuals, Level of care criteria and Frequently used forms.

[Member Rights](#) | [Privacy Statement](#) | [Member Confidentiality](#) | [Terms of Use](#)  
Copyright © 2006 Beacon Health Strategies, LLC. All rights reserved.

Log Out

To check a member's eligibility status, click on the "Check Eligibility" link under the Provider Tools option. You will be directed to the Member Lookup page.


In order to look up a member, you must have two data elements unique to that member:

- Enter the Member ID *or* DOB

*And*

- Enter the first *or* last name.

Click “Search for Member”.



**Provider Tools: Member Lookup**

**Step 1: (At least one field is required)**

Member ID:	<input type="text"/>	Please enter member ID as it appears on the member's insurance card. e.g 111-11-1111A or 100012345-00
(Or) DOB:	<input type="text" value="Month"/> <input type="text" value="Day"/> <input type="text" value="Year"/>	Please select the date of birth


**Step 2: (At least one field is required)**

First Name:	<input type="text"/>	Please enter the member's First Name
(Or) Last Name:	<input type="text"/>	Please enter the member's Last Name

---


**Provider Tools: Search History**

Frequent users of the provider tool pack can look up/ recheck a member's information by selecting the member from the following list.

 Search history	<input type="text" value="DEMO MEMBER, 12/20/1955, MA1849952839 (BEST)"/>	<input type="text" value="-----Select-----"/>	<input type="button" value="Submit"/>
--	---	---	---------------------------------------

***Note: You can shortcut to a member in the search history that you have looked up in the last 10 days at the bottom of the member lookup page.***

The search will produce a list of members fitting your criteria with a relationship to you as a provider. You can then select the specific member you are in search of.



**Provider Tools : Member Lookup**

[New Search](#) [Modify Search](#)

**1 Member(s) Found in your Search**

Name	DOB	Plan	Eligible?	Request Authorization	Check Authorizations	Submit eClaim	Check Claims
DEMO MEMBER	12/20/1955	BEST	<a href="#">Yes</a>	<a href="#">Request Auth</a>	<a href="#">Authorization</a>	<a href="#">Submit eClaim</a>	<a href="#">Claims</a>

\* Please Note: The eligibility information on this site maybe dated and is subject to retroactive disenrollment

Once a member record is retrieved and selected through the search function, the record summary details options available to the provider:

- Check Eligibility
- Request Authorization
- Check Authorization
- Submit a Claim
- Check Claims Status

The member's eligibility will be clearly visible when the record is retrieved for you. Under Eligibility, it will be noted "Yes" or "No".

For additional information on the eligibility of the member, including historical eligibility segments, insurance carrier and primary care physician, simply click on the "Yes" or "No" link in the eligibility box.

***Note: At this time, due to restrictions in place set forth by the Centers for Medicare and Medicaid Services, Medicare members are not accessible via eServices.***

## AUTHORIZATIONS

### *Requesting Authorizations*

Requesting authorizations for members is easy on the Beacon Health Strategies eServices website.

Once you have searched for, retrieved and selected a member from the eServices website, you can easily select the “Request Authorization” link as it appears in the record summary. You can also request authorizations from the eServices welcome page under Provider Tools.

Next, select the type of authorization. On the following page, enter all of the following information fields.

***Note: Once you enter the session, it is set to expire in 30 minutes. You will be prompted when 5 minutes are left. All information will be lost if not completed in the allotted time.***

The screenshot displays the Beacon Health Strategies eServices website interface. The top navigation bar includes links for Members, Providers, News, Careers, About, Contact, and Home. Below this, a red banner contains links for Resources, Locate a Provider, Health, and Newsletter. A secondary navigation bar includes links for Check Member Eligibility, Provider Information, EDI Gateway, View Claims, Provider Materials, and Contact Provider Relations. The main content area is titled 'Request for Outpatient Authorization' and contains a form with the following sections:

- Member Information:**
  - Member: MEMBER, DEMO (BEST ID: MA1849952839 )
  - City, State: Salem, MA 12345
  - DOB: 12/20/1955
- Date of Service Requested:**
  - From Date: [Text Input]
  - To Date: [Text Input]
  - Site of Service: [Text Input]
  - Total of Visits Requested: [Text Input]

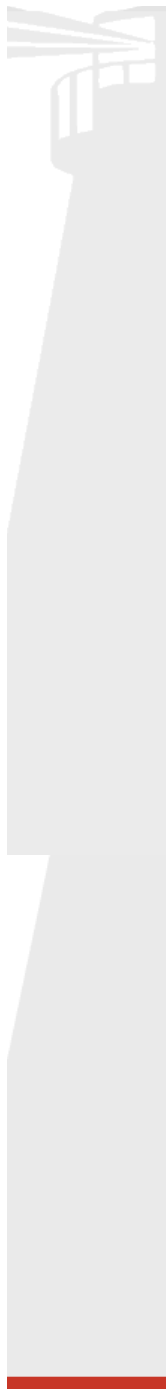
A tooltip is visible over the date input fields, providing the date format (MM/DD/YYYY) and shortcut keys: [T] for Today, [UP] for Next Day, [DOWN] for Previous Day, [PAGEUP] for Next Month, and [PAGEDOWN] for Previous Month. A 'Next' button with a right arrow is located at the bottom right of the form.

Click the “Next” button to continue with the authorization.

On the following page, enter all required clinical information (required fields are marked with a red asterisk).

If you fail to input required fields, the fields will be highlighted in yellow as an indication that you are missing information. Make sure to include all accurate information in the fields.


Upon selecting the final “Submit” button to submit your authorization request, you will receive a confirmation, reference number and a copy of the electronic Outpatient Review Form (eORF). You can also print the page for your records.



**Your Request for Outpatient Authorization has been successfully submitted.**

**The Reference Number for this transaction is : 36850**

[Click Here](#) to go back to member search

 [Print this page](#)

eORF Submitted	
<b>eRecord</b>	
Reference Number	36850
Submitted By	eServices Demonstration (ABC Behavioral Health) Phone: 781-994-7500
Submission Date And Time	2007-07-05 11:30:36
<b>Request</b>	
Member	DEMO MEMBER - MA1849952839
Site	Jewish Board of Family & Child Svc - Downtown Clinic- 1777
Date From	07/05/2007
Date To	07/08/2007
Requested Procedure	Outpatient Visits (OPVISITS)
Requested Visits	2
<b>Diagnosis</b>	
Axis I	290.0 - SENILE DEMENTIA UNCOMPLICATED
Current GAF	2
Highest GAF in last year	3
<b>Risk Assessment (Suicidality)</b>	
Ideation	Yes
<b>Risk Assessment (Homicidality)</b>	
Ideation	Yes
<b>Risk of Psychiatric Hospitalization</b>	
2 [medium-low]	Yes
<b>Risk Factors</b>	
Current substance abuse	Yes
Fire setting	Yes
Impulsive behavior	Yes
<b>Current Psychopharmacology</b>	
Psychotropic Medications	Asprin
Prescribing MD/RN, CS	MD
<b>Other Agency Involvement</b>	
DMH/DMHRH	Yes
Court	Yes
<b>Location of Treatment</b>	
Home/Foster Home	Yes
<b>Targeted Goal I (Required)</b>	
Targeted Behavioral Goal (be specific)	this is a test
Modality	this is a test
Progress Update	1= Much Worse
<b>Targeted Goal II</b>	
Targeted Behavioral Goal (be specific)	this is a test
Modality	this is a test
Progress Update	1= Much Worse
<b>Behavioral Symptoms that are focus of treatment</b>	
Behavioral Symptoms that are focus of treatment	2=Slightly Worse
<b>Behavioral Symptoms that are focus of treatment</b>	
Ability to perform work/school/household tasks	2=Slightly Worse

[Log Out](#)

## Checking Authorizations

As is the case with other eServices tools, you can check authorizations directly from the Provider Tools menu, or after you have searched for and retrieved a specific member record.

To check an authorization status from a retrieved member record, simply click on the “Check Authorization” link in the member record summary. You will be directed to the Authorization Inquiry page. You will then be prompted to select the month and year of the authorization you wish to review. Select the date and click “Search Authorizations”.


At this page, you will see member demographic information and all authorizations in the member’s history. More detail, including the reasons for any denials, can be accessed by clicking on the link under “Decision”.




### Authorization Inquiry Information

[New Search](#) [Back to Authorizations](#)

Member Information:							
<b>Member:</b>	MEMBER, DEMO (BEST ID: MA1849952839)						
<b>City, State:</b>	Salem, MA 12345						
<b>DOB:</b>	12/20/1955	<b>Sex:</b>	F				

	Requested From	Requested To	Requested Procedure	Requested Units	Approved Units	PA	Decision
	6/1/2006	12/31/2006	OPVISITS	5	5	1250732	<a href="#">Approved</a>




### Authorization Details

[New Search](#) [Back to Authorizations](#)

Member Info:	
<b>Member:</b>	MEMBER, DEMO (BEST ID: MA1849952839)
<b>City, State:</b>	Salem, MA 12345
<b>DOB:</b>	12/20/1955 <b>Sex:</b> F

Authorization Information:	
<b>Provider Name</b>	Jewish Board of Family & Child Service
<b>Mail To Address</b>	Jewish Board of Family & Child Svc - Downtown Clinic (123 Main Street, New York, NY)
<b>Requested Procedure</b>	OPVISITS - Outpatient Visits
<b>Request Units</b>	5
<b>Request From</b>	6/1/2006
<b>Request To</b>	12/31/2006
<b>Authorized Procedure</b>	OPVISITS - Outpatient Visits
<b>Authorized Units</b>	5
<b>Authorized From</b>	6/1/2006
<b>Authorized To</b>	12/31/2006
<b>PA Number</b>	1250732
<b>Decision</b>	<a href="#">Approved</a>
<b>Used Units *</b>	2

 [Print this page](#)

## CLAIMS

### *Claims Submission*

Providers can submit outpatient claims directly via Beacon’s website. The process is fast and easy, and saves time and resources for providers.

To submit a claim, click on “Submit an eClaim” under Provider Tools, or click “Submit eClaim” in the member record summary. Enter all required information regarding the claim and click on the “Submit eClaim” link at the bottom of the page.

**BEACON HEALTH STRATEGIES**

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CHECK MEMBER ELIGIBILITY PROVIDER INFORMATION EDI GATEWAY  
VIEW CLAIMS PROVIDER MATERIALS CONTACT PROVIDER RELATIONS

NCQA ACCREDITED URAC ACCREDITED CASE MANAGEMENT HEALTH UTILIZATION MANAGEMENT

### Submit eClaim (Outpatient/Professional - CMS 1500)

**Member Information**

Member: MEMBER, DEMO (BEST ID: MA1849952839 )  
City, State: Salem, MA 12345  
DOB: 12/20/1955

**Claim Information**

Patient, Acc. No: (Box 26) Dx Code 1:  
Dx Code 2: Dx Code 3:  
Service Site: Resubmission  
Clinician: Find Clinician

**Service Line Information**

Add Service Line

Svc From	Svc To	POS (Box 24B)	Procedure	Mod1	Mod2	Units	Charges	Rec ID

Total Charges: 0.00

Submit eClaim


Log Out

Once you have submitted the eClaim, you will be directed to a confirmation screen. This screen contains a verification of the claim submission, a reference number for the claim submission and a review of the information you entered for the claim.

***Note: Please allow 3 to 4 hours for the claim to be posted in our system. Once the claim is posted in our system you will then be able to view it online.***

**Your eClaim has been successfully submitted. The Reference Number for this transaction is : **135882****

You can check the status of this claim on our web site. Please allow 3 to 4 hours for the claim to be posted in our system. If you have any other questions regarding this claim please contact the Claims Hotline at 1-888-249-0478.

 [Print this page](#)

#### Member Information

**Member:** MEMBER, DEMO (BEST ID: MA1849952839 )  
**City, State:** Salem, MA 12345  
**DOB:** 12/20/1955

#### Claim Information

**eClaimID:** 135882  
**Diag1** 309.04  
**Diag2:**  
**Diag3:**  
**PatientNo:** 12345  
**SiteName:** Jewish Board of Family & Child Svc - Downtown Clinic  
**Charge Amount:** \$55.00  
**Resubmission:** NO

#### Service Line Information


Svc From	Svc To	Place of Service	Procedure	Modifier1	Modifier2	Units	Charges	RecID
06/29/2007	06/29/2007	11	90806	AH		1	\$55.00	

## Checking Claims Status

You can also check the status of a claim on Beacon's website at any time. The information on Beacon's website is accurate, real time data.

To check the status of a claim that you have submitted select the link for "Check Claim Status" under Provider Tools or click the link "Claims" from the member record summary obtained via a member search.

Once directed to the "Claims Inquiry" page, select the month and year of service for the claim that you are checking, and click on the "Search for Claims" button.



### Claims Inquiry

[New Search](#) [Back to List](#)

**Member Information:**

**Member:** MEMBER, DEMO (BEST ID: MA1849952839)

**City, State:** Salem, MA 12345

**DOB:** 12/20/1955 **Sex:** F


Medically Necessary Initial Visits Used During Current Calendar Year	Last Visit
1	2/3/2007

Select the month and year of the service.

**Month of Service:** January 2007

Claims are processed and adjudicated on a daily basis. If you do not see a recently submitted claim, please check the claim status again soon via this website.

The following screen will display all claims received and disposition of each claim in the time period selected.



### Claims Information

[New Search](#) [Back to Claims](#)

**Member information:**

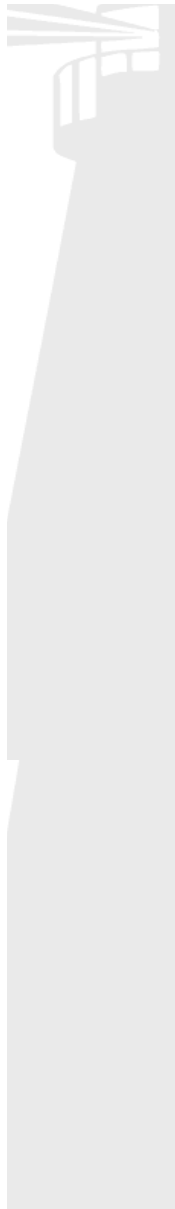
**Member:** MEMBER, DEMO (BEST ID: MA1849952839)

**City, State:** Salem, MA 12345

**DOB:** 12/20/1955 **Sex:** F

Decision	Invoice	Record ID	From	To	Procedure	Paid	Status
<input checked="" type="checkbox"/>	<a href="#">A3522001191</a>	5695127	12/07/06	12/07/06	90806-00	\$0.00	<a href="#">Processed</a>
<input checked="" type="checkbox"/>	<a href="#">A3482001149</a>	5687346	12/11/06	12/14/06	90849-HM	\$0.00	<a href="#">Processed</a>
<input checked="" type="checkbox"/>	<a href="#">A3522001188</a>	5694816	12/12/06	12/12/06	90806-00	\$0.00	<a href="#">Processed</a>
<input checked="" type="checkbox"/>	<a href="#">A3522001191</a>	5695128	12/13/06	12/13/06	90806-00	\$0.00	<a href="#">Processed</a>
<input checked="" type="checkbox"/>	<a href="#">A3482001076</a>	5686112	12/14/06	12/14/06	90870-HO	\$0.00	<a href="#">Processed</a>
<input checked="" type="checkbox"/>	<a href="#">A3522001184</a>	5694810	12/18/06	12/18/06	90887-00	\$0.00	<a href="#">Processed</a>

More information about a particular claim, including denial reason, can be obtained by clicking on the invoice number of the claim. The member information, claim information, decision, and payment details will be displayed on the subsequent screen.



### Claim Detail

[New Search](#) [Back to Claims](#)

Member Info:	
<b>Member:</b>	MEMBER, DEMO (BEST ID: MA1849952839)
<b>City, State:</b>	Salem, MA 12345
<b>DOB:</b> 12/20/1955	<b>Sex:</b> F

Claim Information:	
<b>Invoice</b>	A3522001191
<b>Record ID</b>	5695127
<b>Dates of Services</b>	12/07/06 - 12/07/06
<b>Procedure</b>	90806-00 (Individual Therapy)
<b>Date Received</b>	12/18/06
<b>Date Entered</b>	12/18/06
<b>Date Paid</b>	05/18/07
<b>Provider</b>	212810 (Jewish Board of Family & Child Service)
<b>Network</b>	Network
<b>Units Claimed</b>	1
<b>Amount Charged</b>	\$100.00
<b>Units Allowed</b>	0
<b>Amount Allowed</b>	\$0.00
<b>Diagnosis</b>	300. (Mental Health Services)
<b>Status</b>	Processed (This claim has been processed in our system and a explanation of benefit (EOB) and/or payment has been sent)

Decision:	
<b>Denied</b>	
<ul style="list-style-type: none"> <li>• Diagnosis code invalid or not contracted. Resubmit with valid diagnosis code.</li> <li>• Code not eligible for payment on the date of service. Log on to <a href="http://www.beaconhealthstrategies.com">www.beaconhealthstrategies.com</a> for more information.</li> </ul>	

Payment Details:					
Type	Amount	Check Date	CheckNo	Payee Name	Void Date
Claim	\$0.00	05/18/07	101	Jewish Board of Family & Child Service	


\* Please Note: The eligibility information on this site maybe dated and is subject to retroactive disenrollment.

### ***Checking Initial Encounters***

The claims status page also displays the status of initial outpatient visits (encounters) used by the selected member.

To check the number of initial outpatient visits allowed and expended, select the link for “Check Claim Status” under Provider Tools or click the link “Claims” from the member record summary obtained via a member search.

You will be directed to the “Claims Inquiry” page, which displays the medically necessary initial outpatient visits used during the current calendar year and the date of the last visit.



### Claims Inquiry

[New Search](#) [Back to List](#)

**Member Information:**

<b>Member:</b>	MEMBER, DEMO (BEST ID: MA1849952839)
<b>City, State:</b>	Salem, MA 12345
<b>DOB:</b> 12/20/1955	<b>Sex:</b> F

Medically Necessary Initial Visits Used During Current Calendar Year	Last Visit
1	2/3/2007

**Select the month and year of the service.**

<b>Month of Service:</b>	January ▾	2007 ▾
<input type="button" value="Search for Claims"/>		

Claims are processed and adjudicated on a daily basis. If you do not see a recently submitted claim, please check the claim status again soon via this website.

## **PROVIDER INFORMATION AND DEMOGRAPHICS**

Beacon Health Strategies' encourages providers to help us maintain accurate provider demographic data for the benefit of our members. Keeping this data current is easy through the Beacon eServices website.

To edit your provider demographic information, select "Provider Information" from the eServices main page.

The system will ask you to designate which of your provider sites you wish to update if you operate more than one site. Choose the site that you would like to update and click the "Submit" button.

Here you can update site address and phone information, contact information, including email, site schedule and other information.

Simply click "Edit" and enter the updated information and click "Save" or "Update". Beacon's provider relations staff will verify and change this information in our system.

## **EDITING eSERVICES ACCOUNT INFORMATION**

Editing your eServices account is easy and can be done online at [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com).

### ***Editing your user name***

You can edit your account information by selecting the "Edit eAccount Profile" from the eServices welcome page.

### ***Editing your password***

You can also edit or change your password to eServices at any time. Remember to write your password down and keep it in a safe place.

Beacon eServices user names and passwords are unique to each user and are not to be shared. Beacon will disable any account that is not accessed for more than two months, or any account that is being used by a person other than the intended user.

## **FORMS, DOWNLOADS AND OTHER RESOURCES**

Forms, manuals, bulletins and other resources are available to contracted providers on the Beacon eServices page, under “Access Provider Materials” and “Provider Reports”.

You can access these materials simply by logging on to the eServices page and selecting the “Access Provider Materials” link. The list of materials available includes: provider manuals, level of care criteria, clinical bulletins, claims bulletins, network bulletins, forms, and mailings.

### ***Explanation of Benefits***

To print an Explanation of Benefits (EOB) form, select the “Provider Reports” link from the eServices main page. Click on the “Explanation of Benefits” link.

You will be directed to a page requiring that you select the month and year of service of the EOB you wish to view. The next page will display all EOBs from that particular time period selected. To view or print any of the displayed EOBs, simply click on the printer icon located before the check number of that which you wish to view.

***Note: In order to view and print the EOB you will be prompted to download Crystal Report Viewer from our website (if not already installed). If you are asked to install the software, click YES and downloading will begin immediately.***

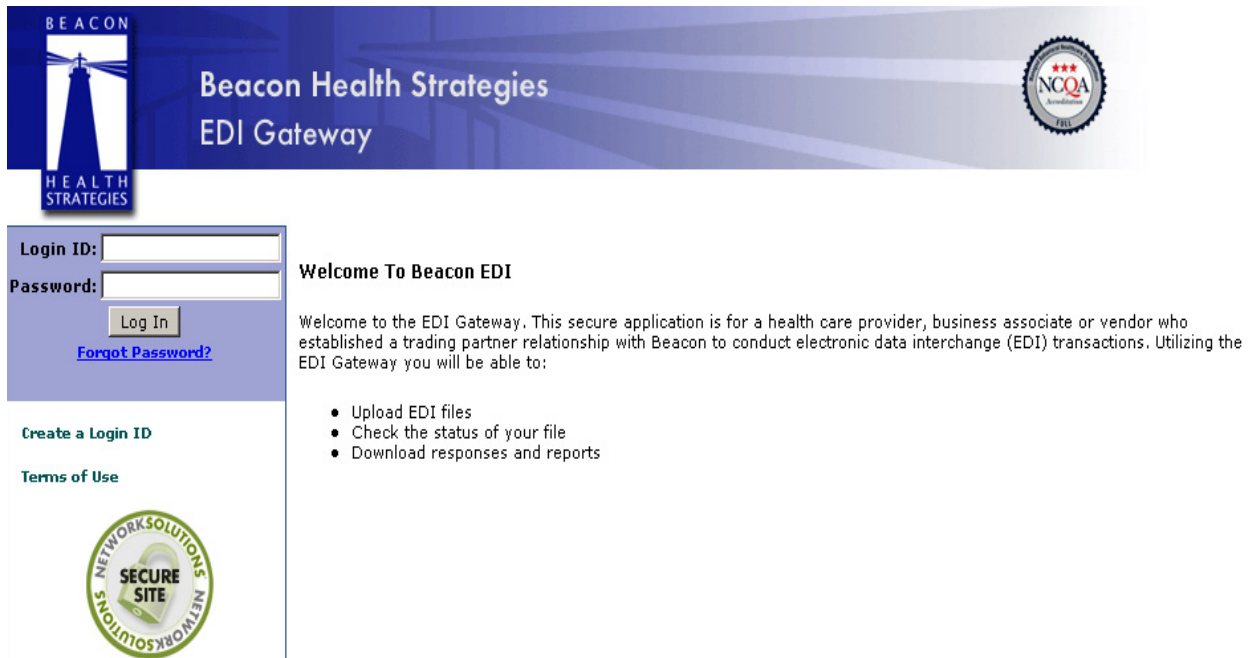
### ***Checking Claims Approval Rates***

Aggregate claims approval rates can also be obtained through Beacon’s eServices website. To check your claims approval rate, select “Provider Reports” from the eServices page. Next Click on the link for “Provider Approval Rate with Denial report”. On the next page select the month and the year you wish to review. This will list the total number of claims received for that time period. There will also be a list of the outcomes of the claims received and the percent for each category. You can scroll over to the decision to get a brief pop-up explanation.

## ELECTRONIC DATA INTERCHANGE (EDI)

Electronic Data Interchange, or EDI, can be accessed at the Beacon eServices site.

To access EDI, select “EDI Gateway” from the main eServices page. A new screen to the EDI Gateway will open, allowing you to upload EDI files, check the status of your file, and download responses and reports.



The screenshot shows the Beacon Health Strategies EDI Gateway login page. At the top, there is a blue header with the Beacon Health Strategies logo on the left, the text "Beacon Health Strategies EDI Gateway" in the center, and the NCQA Accredited logo on the right. Below the header, on the left, is a login box with fields for "Login ID:" and "Password:", a "Log In" button, and a "[Forgot Password?](#)" link. Below the login box are links for "Create a Login ID" and "Terms of Use". At the bottom left is a circular "SECURE SITE" logo. On the right, under the heading "Welcome To Beacon EDI", is a welcome message and a bulleted list of capabilities: "Upload EDI files", "Check the status of your file", and "Download responses and reports".

**Beacon Health Strategies  
EDI Gateway**

**Welcome To Beacon EDI**

Welcome to the EDI Gateway. This secure application is for a health care provider, business associate or vendor who established a trading partner relationship with Beacon to conduct electronic data interchange (EDI) transactions. Utilizing the EDI Gateway you will be able to:

- Upload EDI files
- Check the status of your file
- Download responses and reports

[Create a Login ID](#)

[Terms of Use](#)

**SECURE SITE**

## HELP

### ***EDI***

Beacon accepts standard HIPAA 837 Professional and Institutional health care claims transactions as well as provides 835 transactions. Download Beacon's 837 and 835 companion guides from <http://www.beaconhealthstrategies.com/Resources/Hipaa/> for information regarding testing and setup for these EDI transactions with Beacon. Technical and business related questions regarding EDI can be directed to [edi.operations@beaconhs.com](mailto:edi.operations@beaconhs.com).

### ***eServices***

All contracted providers are eligible to use eServices through Beacon's website at [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com). With this application providers can submit claims and check member eligibility and claim status directly online. Contracted providers can obtain user names and passwords for this secure application by filling out a simple online application. For any questions about eServices, please visit the provider section on <https://provider.beaconhs.com> or contact us at [eServices@beaconhs.com](mailto:eServices@beaconhs.com).

If you are having trouble finding a member, submitting a claim, or submitting an authorization please make sure that all of the required information fields have been filled in. For further assistance call the eServices Help Line at 866-206-6120.